

04-04-03

Attorney Docket No. 38481-8517.US01

RCE/2760
A

Express Mail Label EV 254123564 US PATENT

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

APR 02 2003

RE APPLICATION OF: John L. Coker, et al.
 APPLICATION No.: 09/866,878
 FILED: 05/30/2001
 FOR: **SYSTEM AND METHOD FOR SMART SCRIPTING
CALL CENTERS AND CONFIGURATION THEREOF**

EXAMINER: Hoang Vu-A
 Nguyen-Ba
 ART UNIT: 2122
 CONF. NO: 4488

#13
S. Cotton
 4-9-03

Request for Continued Examination (RCE) Transmittal

Subsection (b) of 35 U.S.C. §132, effective on May 29, 2000,
 provides for continued examination of an utility or plant application,
 filed on or after June 8, 1995.

See The American Inventors Protection Act of 1999 (AIPA).

RECEIVED

APR 08 2003

Technology Center 2100

Box: RCE
Assistant Commissioner for Patents
 Washington, D.C. 20231

Sir:

This is a Request for Continued Examination (RCE) under 37 C.F.R. §1.114 of the above-identified application.

Note: 37 C.F.R. §1.114 is effective on May 29, 2000. If the above-identified application was filed prior to May 29, 2000, applicant may wish to consider filing a continued prosecution application (CPA) under 37 C.F.R. §1.53(d) (PTO/SB/29) instead of a RCE to be eligible for the patent term adjustment provisions of the AIPA. See changes to Application Examination and Provisional Application Practice, Interim Rule, 65 Fed. Reg. 14865 (Mar. 20, 2000), 1233 Off. Gaz. Pat. Office 47 (Apr. 11, 2000), which established RCE practice.

1. Submission required under 37 C.F.R. §1.114

- a. Previously submitted
 - Consider the amendment(s)/reply under 37 C.F.R. §1.116 previously filed .
(Any unentered amendment(s) referred to above will be entered.)
 - Consider the arguments in the Appeal Brief or Reply Brief previously filed on .
 - Other
- b. Enclosed
 - Submission/Amendment/Reply
 - Affidavit(s)/Declaration(s)
 - Information Disclosure Statement (IDS)
 - Other

04/07/2003 CNGUYEN 00000094 09866878

01 FC:1801

750.00 OP

2. Miscellaneous

- a. Suspension of action on the above-identified application is requested under 37 C.F.R. §1.103(c) for a period of months.
(Period of suspension shall not exceed 3 months; Fee under 37 C.F.R. §1.17(i) required)

- b. Other

3. Fees *The RCE fee under 37 C.F.R. §1.17(e) is required by 37 C.F.R. §1.114 when RCE is filed.*

- a. The Director is hereby authorized to charge the following fees, or credit any overpayments, to Deposit Account No. 50-0665.
- b. A check in the amount of \$750.00 is enclosed to cover the following fees.
 RCE fee required under 37 C.F.R. §1.17(e) \$750/\$375
 Extension of time fee (37 C.F.R. §1.136 and §1.17)
 Other
- c. The Director is hereby authorized to charge any underpayment in fees (or credit any overpayments) to Deposit Account No. 50-0665.

Respectfully submitted,
Perkins Coie LLP



Steven D. Lawrenz
Registration No. 37,376

Date: 4/2/03

Correspondence Address:

Customer No. 25096
Perkins Coie LLP
P.O. Box 1247
Seattle, Washington 98111-1247
(206) 583-8888